**Title of Position:**  Student Recruitment & Student Services Office Assistant

**Division/Department:** Student Recruitment/Student Services

**Job Duties**

**STUDENT RECRUITMENT DUTIES (70%)**

Assists Student Recruitment Officer to:

* Book and conduct campus tours for prospective students (individuals and groups)
* Answer prospective students questions and conduct follow-up communication in person, via email and phone
* Respond to phone and e-mail requests for printed materials, tours and other inquiries
* Catalogue/organize promotional materials and take inventory of supplies
* Prepare and print mailing lists
* Label and package materials for mailing
* Assist with organizing promotional activities, on-site and off-site
* Prepare, package and load materials needed for trade shows or other recruitment events
* Assist with planning and execution of on-campus recruitment events
* Assist in preparing materials for Grad Recruiters and Student Recruitment Officers including; photocopying, downloading and packing of recruitment materials
* Catalogue photos and other materials
* Distribute various information throughout the College
* Participate in promotional photo shoots
* Occasional Saturday or evening shifts may be scheduled as required.
* Prepare reports or spreadsheets using Word, Excel or Access (e.g. databases) including compiling information to produce reports, graphs, etc.
* Conduct web research (e.g. to locate information about the College’s services and programs)
* Assemble and categorize facts and figures for marketing initiatives
* Assist in coordination of special projects, events, office activities and committee meetings
* Other duties as required

**CAREER SERVICES DUTIES (30%):**

Assists Career Educators to:

* Ensure that clients (students, graduates and employers) receive excellent customer service
* Ensures that jobs are posted quickly and accurately
* Ensures that the job posting binder is kept up to date at all times
* Supports Educators with clerical tasks
* Updates Career Services’ display case
* Responds to general inquiries of walk-in traffic
* Maintains supply of student handouts, magazines, etc.
* Loads paper into printers, clears basic printer paper jams

**Qualifications**

* Current Fleming Student
* Knowledge of marketing techniques
* Knowledge of Fleming College programs and services
* Previous customer service experience
* Exceptional interpersonal skills working in a team based environment
* Interest in helping other students
* Public speaking experience with both small and large groups
* Excellent communication skills, both written and oral
* Strong interpersonal and presentation skills
* Excellent Organizational and priority setting skills and attention to detail
* Ability to problem solve and deal with multiple tasks
* Ability to work under minimal supervision
* Competence working in a technology-based environment
* Basic proficiency on desktop applications and thorough knowledge of Microsoft Office software suite
* Ability to lift and move boxes and display materials that can weigh up to 30lbs
* Good judgment in responding to inquiries with ability to relay information
* Ability to follow verbal and written instructions with general supervision
* Ability to communicate effectively and function as a team player

**Additional Information (i.e. special equipment or travel)**